

Remington Arms Co., Inc.
Product Service
Legal Case #5568

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
220053	1/21/2011	1/5/2011	1/24/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Modern Pawn & Jewelry	Aaron	Modern Pawn & J	1701 Airline Rd	Corpus Christi	TX	78412		W 361-993-9390

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015 Improper Maintenance		Unknown	
S	Fired on bolt closing	Concern:1008 Fired on Bolt Closing		
C				

1/6/11 Per Danny Evans, he spoke with Aaron after an email from Shari Fix. They have had an incident of this rifle firing when the bolt was closed.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	25630	B6779127	AG	3/18/1986
Date Purchased	Where Purchased	Accessories	Original Owner			
	GRICE WHOLESALE	SCOPE BASE	U			

CONCERN:FBC

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Per lion, replace TPA, clean, test fire at 1/2 normal cost						

Repair/Replacement Cost	Repair/Replacement Date

1/6/11 Mailing ARS, letter and repair form.cm 1/30/11 Per lion, trigger assembly dirty, sticky, rusty and trigger is binding. Replace TPA, clean, test fire at 1/2 normal cost.cm

2/4 left voice message.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/24/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4015	Improper Maintenance	
Barrel	Description		22" 270 WIN
	Date Code		AG
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	

Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	BINDS
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	--Select--	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	--Select--	
Overall	Exterior Condition	Slightly Worn; Not Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	--Select--	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	--Select--	.013
	Notch	Slightly Worn; Functioning	SLUGGISH
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY, STICKY, RUSTY. TRIG BINDS BACK
	Pull	--Select--	8.5#
	Altered	True	PULL SCREW ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		SCOPE BASE

22"
AG-3/86
8.5
1013

5568

January 6, 2011

Modern Pawn & Jewelry
Attn: Aaron
1701 Airline Rd
Corpus Christi, TX 78412

Subject: #5568, Model 700

Dear Aaron,

Thank you for your patience. Enclosed is the UPS ground prepaid shipping label to cover shipment of the firearm for inspection at our factory. Please include a copy of this letter with the firearm. The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. Please mark the ends of the boxes with "Product Service".

I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you a loyal Remington customer.

Sincerely,

Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com

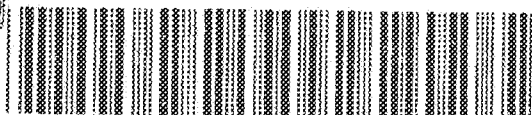
RECEIVED
JAN 25 2011

BY:

Serial Number:

B677945

Model: 700



RE00220053

T.A. dirty, sticky, rusty + TPA.
is binding. Replace TPA, clean
& test fire at 1/2 normal
cost.

Quote

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

Print

Reset

Model Number: <u>700</u>		Serial Number: <u>B6779127</u>	
Are you the original owner?: ☐ YES ☒ NO			
Name:		Date of Purchase:	
Address (no PO Boxes): <u>1701 Airline</u>			
City: <u>Corpus Christi</u>	State: <u>Tx</u>	Zip: <u>78412</u>	
Phone (Daytime): <u>361-993-9390</u>		Fax: <u>361-993-0077</u>	
E-mail Address: (If e-mail address is provided, notification of receipt and shipment will be sent) <u>markafram@msn.com</u>			
E-mail Address: ☐ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: I am a dealer and we sold this gun to customer. Customer took gun to get sighted-in, and firearm discharged when gun was put into fire from safe. Customer brought gun back to store, and once again firearm did the same thing after a few tries. Gun needs to be checked.			
500 characters left			
Ammunition Information:			
Manufacturer:		Type:	
Other (i.e. bullet weight/type, shot size, powder):			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	
Firearms Care (Cleaning and Lubrication):			

DEALER

Brand of cleaning solution used: _____
How often do you clean the bore? (Months or Number of rounds) _____
How often do you clean the action? (Months or Number of rounds) _____
How often do you clean the trigger assembly? (Months or Number of rounds) _____
Brand of lubricant used: _____
How often do you lubricate the bore? (Months or Number of rounds) _____
How often do you lubricate the action? (Months or Number of rounds) _____
How often do you lubricate the trigger assembly? (Months or Number of rounds) _____
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > ☐ YES ☐ NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? _____
What were the services performed? _____
Ship your INSURED firearm by either UPS or Parcel Post to: Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Illion, NY 13357
☐ WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAW. IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM. :: Record the serial number of your firearm before sending it. :: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.) :: Remove all accessories from your firearm to prevent loss or damage. :: Provide a return address on both the outside and inside the box. Shipments without a proper

return address will be refused.

:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

Charge repairs will be processed using the following guidelines:

:: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card. We process checks electronically through Check21.

Evans, Danny

From: Fix, Shari-Lynn A.
Sent: Wednesday, January 05, 2011 12:51 PM
To: Evans, Danny; Watson, Laura M.
Subject: 700 item

Importance: High

Danny/Laura --

I'm at the Ellett show -- just left Danny voice mail on what this is about exactly -- but I need someone to contact them today. Very important.

Modern Pawn & Jewelry
1701 Airline Road
Corpus Christi, TX 78412
361-993-9390

Gentleman at the store is Aaroni.

Mark from the store was just here -- markafram@msn.com.

Sincerely,

Shari-Lynn Fix | Director of Sales East & South Regions
Remington Firearms

17321 SW 18th St. Miramar, FL 33029
Phone 954.239.8238 | Mobile 786.376.7709 | Fax 954.239.8244 | shari-lynn.fix@remington.com

Freedom Group Family of Companies: Remington | Marlin | Bushmaster Firearms | DPMS / Panther Arms | H&R | Barnes Bullets | Advanced Armament Corp | Mountain Khakis | EOTAC | Dakota Arms | Parker Gun

Confidentiality/Proprietary Notice: This e-mail and any files transmitted with it are intended solely for the use of the individual or entity to which they are addressed. If you are not the intended recipient or the person responsible for delivering the email to the intended recipient, be advised that you have received this e-mail in error and that any use, dissemination, forwarding, printing or copying of this e-mail is strictly prohibited. If you have received this e-mail in error, please reply back to sender advising that you have received the e-mail in error and delete this e-mail from your system.



www.remington.com

Remington Arms Company, Inc.
870 Remington Drive
P. O. Box 700
Madison, NC 27025-0700

ARS LABEL REQUEST FORM

DATE:	1/5/2011	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
☒ RELEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		xx	
		I WILL MAIL	
DESCRIPTION:			
700			

LABEL INFORMATION

MAIL LABEL TO:	Modern Pawn & Jewelry Attn: Aaron 1701 Airline Rd Corpus Christi, TX 78412
RETURN ITEM TO:	Rem Product Serv

PLEASE COMPLETE ALL PARTS OF THIS FORM AND SEND TO THE MEDIA COORDINATOR

4XX596 JAN 5, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5969066362882
REF 1: MODERN PAWN/AARON/CD/CN
REF 2: 700

HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE CHRG:		SVC T/P USD
DV 0.00	COD 0.00	RS 0.50
DC 0.00	DD 0.00	SD 0.00
AH 0.00	PR 0.00	SP 0.00
TOT PUB CHG 10.59	PUB+HANDLING	10.59

Reference #
101206-000110

Status
Updated

Assigned To
Administrators
Dell -

Product
Firearms

SLA
Not specified

Queue
CSR

gun repair on self firing gun

Discussion Thread

Customer (Mark Afram)

12/16/2010 12:41 PM

Firearm: Remington 700 s#86779137 caliber 270win
 Contact: Mark Afram 1701 Airline rd Corpus Christi, Tx 78412 (361) 993-9390 Mon-Sat From:9-7pm
 Firearms will discharge when gun is racked and bolt forward, then safety switched to fire, the gun will fire without pulling trigger. Customer states that firearm will also fire when bolt is closed and safety is not on (without pulling trigger).
 From: info@remington.com
 To: markafram@msn.com
 Date: Mon, 13 Dec 2010 08:54:34 -0500
 Subject: gun
 repair on self firing gun (Incident: 101206-000110)

Date Created
12/06/2010 03:57 PM

Initial Response
12/13/2010 08:54 AM

Last Updated
12/16/2010 12:41 PM

Response (Dell -)

12/13/2010 08:54 AM

Dear Mark,
 If you are in the U.S. - We would like to have the firearm come into our Product Services Department at our factory for examination. Please reply back to me with the serial number of the firearm, caliber, your mailing address and phone number. We would like to send you a pre-paid shipping label for UPS to have the firearm come in. I will also include a form that you can fill out to let the examiner know exactly what happened, when this occurred, and what you are expecting.

Sincerely,
 Dell

Customer SmartSense
0 (on -3 to +3 scale)

Staff SmartSense
+1 (on -3 to +3 scale)

Customer (Mark Afram)

12/06/2010 03:57 PM

My name is Mark, I work for Modern Pawn and Guns in Corpus Christi Texas. We are a full on gun dealer/gun shop. We have a Remington 700 bolt action that is firing when you close the bolt even without pulling the trigger. I have tried multiple times to try and call Remington direct, however, I can not get through I need to get someone to email me back please so I can get this repaired.

CONTACT:
modernpawn@gmail.com
 1-361-993-9390

Mark

Primary Contact

First Name: Mark
 Last Name: Afram
 Organization:
 Login: markafram@msn.com
 Title:
 Contact Type:
 Email: markafram@msn.com
 Email - Alternate #1:
 Email - Alternate #2:
 Office Phone:
 Mobile Phone:
 Fax:
 Assistant Phone:
 Home Phone:
 Street:
 City:
 State/Province:
 Postal Code:
 Country:

Additional Information

Remington.

Emailed to customer

December 29, 2010

Modern Pawn & Guns
Attn: Mark
1701 Airline Rd.
Corpus Christi, TX 78412
Ph: 361-993-9390
Email: modernpawn@gmail.com

Ref: # 5504

Dear Mark,

You will receive a pre-paid shipping label in a separate email within 2 business days. Please include a copy of this letter to put inside the shipping container. The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. Mark the ends of the box with "Product Service". Product Service will be inspecting the firearm and will contact me with the results.

I hope that this action will keep you a loyal Remington customer.

Sincerely,
D. Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700
Fax: 336-548-7872

enclosure

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

PS 17016

[COPY]

December 29, 2010

Modern Pawn & Guns
Attn: Mark
1701 Airline Rd.
Corpus Christi, TX 78412
Ph: 361-993-9390
Email: modernpawn@gmail.com

Ref: # 5504

Dear Mark,

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Sincerely,
D. Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700
Fax: 336-548-7872

enclosure

[Print](#)[Reset](#)

Model Number:		Serial Number:	
Are you the original owner? ☐ YES ☐ NO			
Name:		Date of Purchase:	
Address (no PO Boxes): 			
City:		State:	Zip:
Phone (Daytime):		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent)			
E-mail Address: ☒ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: 500 characters left			
Ammunition Information:			
Manufacturer:		Type:	
Other (i.e. bullet weight/type, shot size, powder):			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used: _____
How often do you clean the bore? (Months or Number of rounds) _____
How often do you clean the action? (Months or Number of rounds) _____
How often do you clean the trigger assembly? (Months or Number of rounds) _____
Brand of lubricant used: _____
How often do you lubricate the bore? (Months or Number of rounds) _____
How often do you lubricate the action? (Months or Number of rounds) _____
How often do you lubricate the trigger assembly? (Months or Number of rounds) _____
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > ☐ YES ☐ NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? _____
What were the services performed? _____
Ship your INSURED firearm by either UPS or Parcel Post to: Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Illion, NY 13357
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:: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card. We process checks electronically through Check21.

Fulcher, Dell Marie

From: postmaster@remington.com
To: markafam@msn.com
Sent: Wednesday, December 29, 2010 9:46 AM
Subject: Relayed: Message relayed (markafam@msn.com)

Delivery to these recipients or distribution lists is complete, but delivery notification was not sent by the destination:

markafam@msn.com

Subject:

Remington.

www.remington.com

Grind

Remington Arms Company, Inc.
870 Remington Drive
P. O. Box 700
Madison, NC 27025-0700

ARS LABEL REQUEST FORM

DATE:	12/29/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
RELEASE/CHECK ONE			
MEDIA			
COORDINATOR XXXXXX			
TO MAIL			
DESCRIPTION: Ref # 5504 rifle			

LABEL INF

MAIL LABEL TO: Modern Pawn & Guns Attn: Mark 1701 Airline Rd. Corpus Christi, TX 78412 Ph: 361-993-9390 Email: markafram@msn.com	markafram@msn.com
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY	

PLEASE COMPLETE ALL PARTS OF THIS FORM

4XX598 DEC 29, 2010 ALL CURR USD 1 OF 1
SVC GNDCOM ACT WT 10.0 LBS
TRACKING 124XX5969067733372
REF 1: MODERN PAWN & GUNS/MARK/CD/DMF
REF 2: 5504/RIFLE

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG:
DV 0.00 COD 0.00 SVC T/P USD
DC 0.00 DGD 0.00 RS 1.00
AH 0.00 PR 0.00 SD 0.00
TOT PUB CHG 11.00 PUB+HANDLING 11.00

